

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-901/General Administrative Services

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I. Goal

The goal of the General Administrative Services program is to provide efficient and effective executive management of the department, internal management and fiscal services, human resources management services, and to streamline and reengineer work processes through computerization, networking and greater utilization of Internet technology.

II. Objectives and Policies

The major objectives of the General Administrative Services program are to enhance program effectiveness and efficiency by formulating policies; allocating resources; administering operations and personnel; and providing cost effective computer systems support by the in-house development, configuration, implementation and maintenance of computer application systems, local area networks, Internet access, and the departmental minicomputer.

III. Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide executive, administrative, personnel and information technology services as required to meet the goals and objectives of the department.

A. Past Year Accomplishments

1. Administrative Services Office

- a. Continuously processed encumbrances and payments on a timely basis to ensure the employees are paid on time and that vendors are paid promptly.
- b. Maintained the system of accounts in accordance with the State Accounting System.

- c. Prepared timely financial reports including annual reports to the legislature on the State Educational Facilities Improvement Special Fund and the Interagency Federal Revenue Maximization Revolving Fund.
  - d. Prepared departmental supplemental budget for the fiscal year ended June 30, 2001.
- 2. Personnel Office
  - a. Entire personnel office staff provided with access to and utilizing the Lotus notes application thereby significantly improving internal as well as external communications.
  - b. Completed sexual harassment training to all current neighbor island employees. A total of seven Sexual Harassment training sessions were provided to all three neighbor island offices.
- 3. Systems and Procedures Office
  - a. Connected Central Services Division, State Foundation on Culture and Arts, Stadium Authority and Neighbor Islands offices to Statewide and Internet e-mail.
  - b. Developed a legislative bill tracking system for the Comptroller's office.
  - c. Developed a Risk Management System for the Risk Management Office.
  - d. Developed a comprehensive cost database by project and source object code for the Central Services Division.
  - e. Created an automated interface from Parking Control System to the Payroll System for State employees payroll deduction of parking fees.
  - f. Created an employee training database which stores history of all classes attended by employees.

- g. Created an automated General Ledger Reporting system for the Stadium Authority based on FAMIS extract files.
- h. Developed and implemented a reporting system based on Microsoft Excel for all Repair and Maintenance Projects for the Central Services Division to be utilized by the Comptroller.
- i. Converted the DAGS network to utilize the NGN and also converted from an IBM AS/400 firewall to a Cisco PIX firewall.
- j. Configured and implemented a departmental server. Initially, the server will provide each PC automatic anti-virus updates when logging on.
- k. Upgraded the departmental IBM AS/400 minicomputer's operating system from Version 4 Release 3 to Version 4 Release 5.
- l. Set-up Web site for Repair and Maintenance project cost information access for DOE and/or legislators.

B. Year 1

- 1. Administrative Services Office - Provide continuous administrative support to the department by:
  - a. Timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest charges.
  - b. Maintain a system of accounts in accordance with the prescribed State Accounting System.
  - c. Prepare and coordinate of departmental budgets for the Department of Budget and Finance and the Legislature.

2. Personnel Office

- a. Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner.
- b. Continue to actively participate in the State's civil service reform efforts as it proceeds to the developmental and implementation stage to ensure that the department's human resource needs, concerns, and wants are addressed.
- c. Acquire additional delegated authority from the DHRD.

3. Systems and Procedures Office

- a. Connect the Audit Division and Neighbor Islands offices to Statewide to the departmental server.
- b. House initial server bank for the Facilities Maintenance System which will be utilized by Central Services Division, Public Works Division and Department of Education. This will be an integrated database that will meet the requirements of these agencies in order to better track Repair and Maintenance school projects.
- c. Enhance the DAGS Web page to include sections for all agencies.
- d. Develop a legislative bill tracking system and document tracking system using Lotus Domino based on the templates provided by the Department of Transportation for the Comptroller's Office.
- e. Develop a payroll interface system for Stadium Authority's part-time and seasonal employees.

- f. Configure and implement the sharing of applications via the departmental server. Initially, the Central Services Division's Work Ticket will be migrated to the departmental server to be shared by the Neighbor Islands offices.
- g. Add two technical computer systems staff.

C. Year 2

- 1. Administrative Services Office - Continuation of items a to c in Year 1.
- 2. Personnel Office - Continuation of items a to c in Year 1.
- 3. Systems and Procedures Office
  - a. Setup and implement a departmental intranet to initially post intradepartmental vacancies, policies and procedures, notices, and etc.
  - b. Code, test and implement redesigned FMS system.
  - c. Set-up database on the departmental intranet for all divisions of DAGS to retrieve and manipulate its data from legacy computer systems onto microcomputers.

D. Year 5

- 1. Administrative Services Office - Continuation of items a to c in Year 1.
- 2. Personnel Office - Continuation of items a to c in Year 1.
- 3. Systems and Procedures Office
  - a. Migrate ASO, Accounting and Public Works Divisions to access the mainframe applications thru the departmental minicomputer.

- b. Develop, implement and deploy to all divisions in DAGS budgeting and fund management application systems utilizing Java and browser-based interface.
- c. Develop, implement and deploy to all divisions job standard and staff production application systems utilizing Java and browser-based interface.

#### IV. Performance Measures

- A. Customer Satisfaction measure – An annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will be evaluated and any area of concern identified by the users will be addressed.
- B. Program Standard measure
  - 1. Administrative Services Office – Number and amount of instances of interest paid for late vendor payments as compared to other state departments. Timeliness and accuracy of budget submissions to the Department of Budget and Finance.
  - 2. Personnel Office – Compare total number and types of complaints and grievances filed against the department, against the number of cases where the department was found to be in violation of a law, rule, regulation, or contract.
  - 3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system. Number of DAGS' users with e-mail and Internet access. Number of hits per month to the departmental intranet site.
- C. Cost Effectiveness Measure
  - 1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits.

2. Personnel Office – Compare operations, services, complaints, timetables, staffing, and budget with that of others state department personnel offices.
3. Systems and Procedures Office – Expenditures not exceeding budget amount. Job assignments completed within projections. Greater utilization of electronic routing and filing of documents.